



***True Hepa Shark Plus***  
**Canister Vacuum**  
Model EP238  
**Use and Care Instructions**



For information or assistance, call 800-798-7398

**USA: EURO-PRO Operating LLC**  
21 Lawrence Paquette Industrial Dr.  
Champlain, NY 12919

**Canada: EURO-PRO Operating LLC**  
4400 Bois Franc  
St. Laurent, QC H4S 1A7

# IMPORTANT SAFEGUARDS

When using an electrical appliance, basic safety precautions should always be observed, including the following:

## **READ ALL INSTRUCTIONS BEFORE USING YOUR VACUUM CLEANER.**

**WARNING:** To reduce the risk of fire, electrical shock, or injury:

1. Do not leave vacuum cleaner unattended when it is plugged in. Unplug from outlet when not in use and before changing bags or filters.
2. To reduce the risk of electric shock – do not use outdoors or on wet surfaces.
3. Do not allow children to use as a toy. Close attention is necessary when used by or near children.
4. Use only as described in this manual. Use only manufacturer's recommended attachments.
5. Do not use with damaged cord or plug. Do not use vacuum cleaner if it has been dropped, damaged, left outdoors, or dropped into water. Return appliance to **EURO-PRO Operating LLC** for examination, repair or adjustment.
6. Do not pull or carry by cord. Do not use cord as a handle, close a door on cord, or pull cord around sharp edges or corners. Do not run appliance over cord. Keep cord away from heated surfaces.
7. Do not unplug by pulling on cord. To unplug, grasp the plug, not the cord.
8. Do not handle plug or vacuum cleaner with wet hands. Do not use outdoors or on wet surfaces.
9. Do not put any objects into openings. Do not use with any opening blocked and do not restrict airflow. Keep all openings free of dust, lint, hair, and anything that may reduce airflow.
10. Keep hair, loose clothing, fingers, and all parts of body away from openings and moving parts.
11. Do not pick up hot coals, cigarette butts, matches or any hot, smoking, or burning objects.
12. Do not pick up hard or sharp objects such as glass, nails, screws, coins, etc.
13. Do not use without dust bag and/or filters in place.
14. Turn off all controls before plugging or unplugging vacuum cleaner.
15. Use extra care when vacuuming on stairs.
16. Do not pick up flammable or combustible materials (lighter fluid, gasoline, kerosene, etc.) or use in the presence of explosive liquids or vapor.
17. Do not pick up toxic material (chlorine bleach, ammonia, drain cleaner, etc.).
18. Do not use in an enclosed space filled with vapors given off by oil based paints, paint thinner, moth proofing substances, flammable dust, or other explosive or toxic vapors.
19. Always unplug this appliance before connecting or disconnecting vacuum hose. Do not allow plug to whip when rewinding.
20. Use only on dry, indoor surfaces.
21. Do not use for any purpose other than described in this user's guide.

## **IMPORTANT NOTICE**

This appliance has a polarized plug (one blade is wider than the other). To reduce the risk of electric shock, this plug will fit in a polarized outlet only one way. If the plug does not fit fully in the outlet, reverse the plug. If it still does not fit, contact a qualified electrician. Do not modify the plug in any way.

**SAVE THESE INSTRUCTIONS  
FOR HOUSEHOLD USE ONLY**



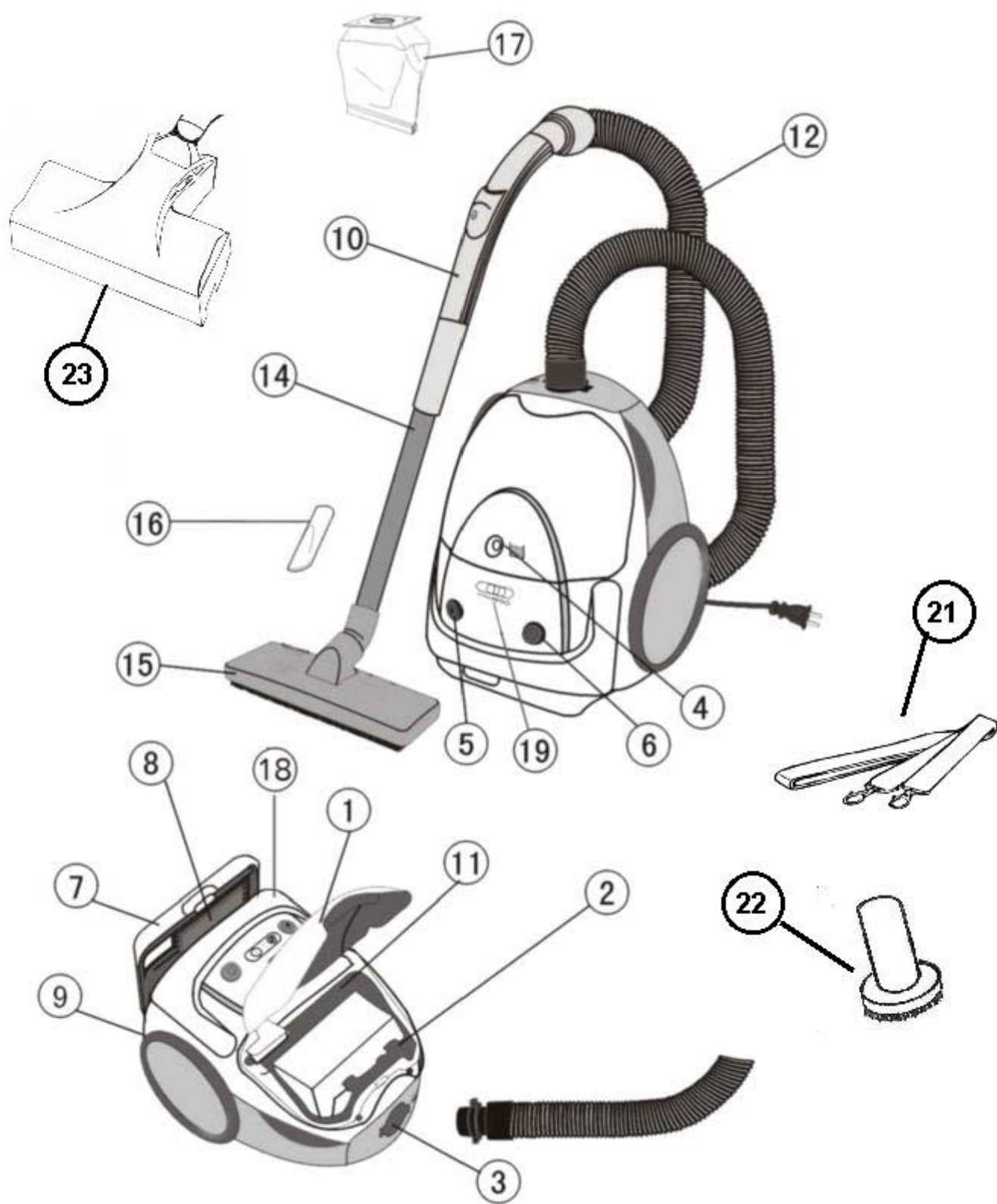
**Hepa Canister Vacuum**

**Model EP238**

Rated 1200 watts, 120 V / 60HZ

## **Main Components**

1. Bag compartment cover
2. Dust bag support
3. Cleaner hose coupling hole
4. Dust bag full indicator
5. Cord rewind button
6. On/Off button
7. Rear air output Hepa filter cover
8. Air output Hepa filter
9. Strap hook-up holes
10. Tube handle
11. Air input filters
12. Flexible hose
14. Telescopic tube
15. Deluxe floor attachment
16. Crevice tool
17. Dust bag
18. Carrying handle
19. Suction regulator
21. Strap
22. Dusting brush
23. Deluxe turbo brush

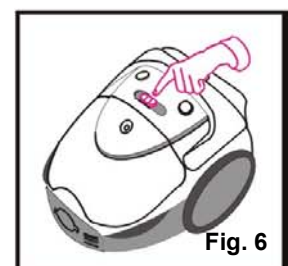
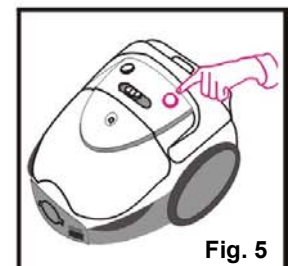
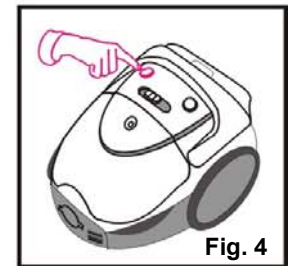
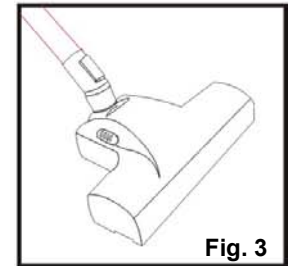
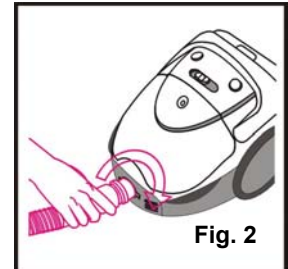
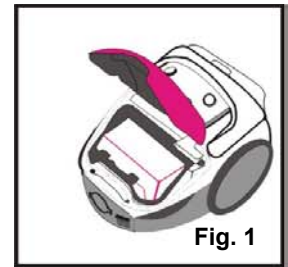


## Using the Vacuum Cleaner

- Before starting the vacuum for the first time, check that the dust bag (17) and the filters (8 & 11) are properly set in place.

**Note:** A safety catch on the dust bag support (2) prevents the cover from being closed if the dust bag (17) is not in place.  
Make sure that the dust bag (17) is properly inserted and the cover is closed before using the vacuum.

- To open the bag compartment cover (1), put your hand under the cover (1) and lift up. (See fig. 1)
- To close the bag compartment cover (1), press downward on the cover with your hand on top of the cover (1), until you hear a click.
- Fit the flexible hose (12) into the cleaner hose coupling hole (3) and turn it right until it is secured in its place. (See fig. 2)
- The accessories fit directly on the tube handle (10) or may be used with the extension tubes (14) to reach further away.
- Attach the deluxe turbo brush floor attachment (23) to the end of the telescopic tube (14). (See fig. 3)
- Now you may plug the vacuum into the wall outlet. To do this, pull out as much of the power cord as you need. Start the vacuum cleaner by pushing on the on/off button (6). (See fig. 4)
- When you are finished vacuuming, switch the vacuum cleaner off by pushing the on/off button (6). (See fig. 4)
- Unplug the vacuum and rewind the cable by pushing the cord rewind button (5) (See fig. 5) Hold the plug when rewinding the cord. Do not allow the cord to whip when rewinding. If the cord does not fully retract, pull it out again and then press on the cord rewind button (5) again.
- The suction regulator (19) shown in Fig. 6 allows you to regulate the amount of suction obtained from the vacuum cleaner.



**Warning: Hold the plug when rewinding the cord. Do not allow the cord to whip when rewinding.**

## **Replacing the Dust Bag**

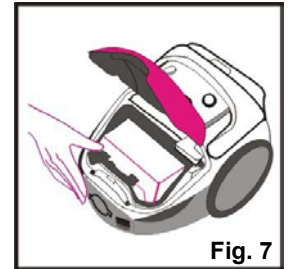
**Warning:** To reduce the risk of electric shock, the power cord must be disconnected before changing the bag or filter, or performing maintenance/trouble shooting checks.

**Suggestion:** When vacuuming new carpets or carpets with fine powders on them, the powder may clog the dust bag, therefore, check the bag more often.

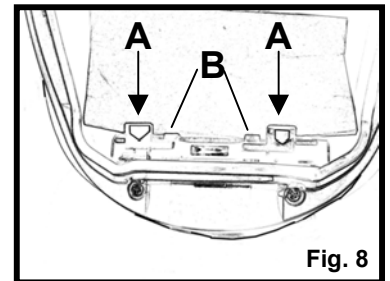
### **NEVER OPERATE WITHOUT DUST BAG IN PLACE.**

When the “dust bag full” indicator (4) becomes red, the dust bag should be replaced.

- Open the bag compartment cover (1) by putting your hand under the cover (1) and lifting it. (See fig. 7)



- Push back the black plastic tabs (A) towards you. This will release the cardboard base of the dust bag from the hooks (B), and allow you to slide the full bag upwards. (See fig. 8)



- To fit a new bag in the compartment: push the black plastic tabs (A) backwards. Slide in the empty bag. Make sure that the hooks (B) are holding the cardboard base of the dust bag. (See fig. 8)
- Close the bag compartment cover (1).

**Note:** The bag compartment cover (1) will NOT close if no bag is installed in the vacuum cleaner.

### **NEVER REUSE PAPER BAGS.**

If you are using the cloth bags instead of the paper bags, the bags can be used and emptied repeatedly. For removing and inserting the cloth dust bag, follow the same instructions as for the paper bags above.

## **Emptying the Cloth Dust Bag**

- Hold the dust bag over a dustbin. Remove the clip by sliding it off the dust bag sideways. (See fig. 9)
- Shake the contents of the dust bag into the dustbin..
- Close the dust bag by sliding the clip back onto the bottom edge of the dust bag.

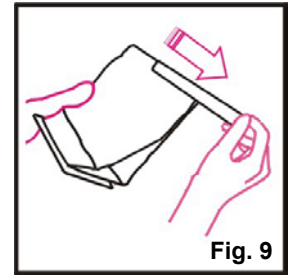


Fig. 9

### **Please Note:**

If you are using the cloth bag, you should wash the motor protection filter (11) in lukewarm water once or twice a year. Make sure that the filter is completely dry before you put it back into the vacuum cleaner. (See fig. 10)

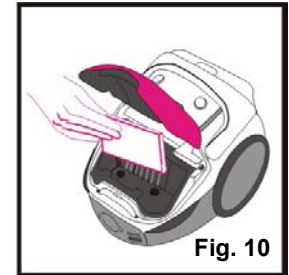


Fig. 10

## **Cleaning the Deluxe Turbo Brush**

To clean the deluxe turbo brush (23) of any obstructions, open the flap located on the bottom of the deluxe turbo brush (23) as shown in Fig. 11.

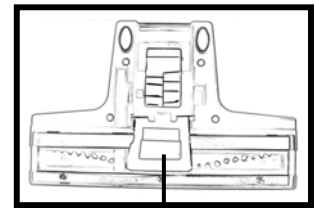


Fig. 11

Flap Open

## **Attaching the Shoulder Strap**

Use the hooks to attach the shoulder strap (21) to the vacuum cleaner.

First pass the flexible hose (12) through the loop of the shoulder strap (21) and then attach the two hooks to the strap hookup holes (9) at the bottom of the vacuum cleaner as shown in fig. 12.

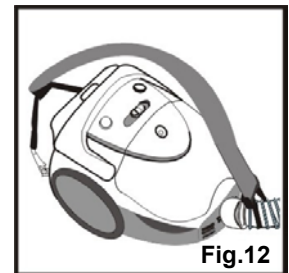
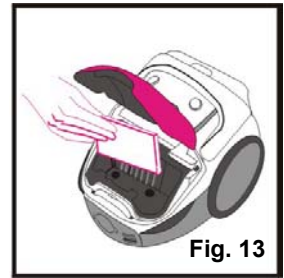


Fig.12



## **Changing the Motor Protection Filter**

The motor protection input filter (11) should be changed once or twice a year, depending on the usage of the vacuum cleaner. To remove the filter, first open the bag compartment cover (1), then take out the dust bag (17). Under it you will find the motor protection input filter (11). Remove the filter by pulling it up. (See fig. 13)



Knock the dust of the motor protection input filter (11) thoroughly or wash it if it is very dirty, making sure that it is completely dry before refitting. Never use the vacuum cleaner without the motor protection input filter.

## **Changing the Air Output Hepa Filter**

The air output Hepa filter (8) must be replaced once or twice a year depending on usage. Open the rear air output Hepa filter cover (7) by pressing on the “Push” and tilting the cover to open. Remove the filter. Never operate the vacuum cleaner without the air output Hepa filter. Refit the filter and return the cover to position by pushing down on the two latches. Before closing the cover, it is better to pull out the cord a little bit so that the plug does not obstruct the cover from closing. (See fig. 14)



## **Motor Thermostat**

**IMPORTANT:** This motor is equipped with a heat sensitive thermostat. If for some reason the vacuum cleaner will overheat, it will then stop working automatically. When the motor will cool off, the unit will restart by itself.

## **To Order Additional Bags & Filters**

To order replacement bags and filters, or for customer service, call  
***EURO-PRO Operating LLC Customer Service*** at:

Tel.: 800-798-7398

Monday to Friday 9:00 A.M. to 5: P.M. Eastern Standard Time

or

visit our website: [www.sharkvac.com](http://www.sharkvac.com)



# Trouble Shooting Guide

## Warning: Electric Shock Hazard

Disconnect electrical supply before servicing or cleaning the unit. Failure to do so could result in electrical shock or personal injury.

PROBLEM	POSSIBLE CAUSE	POSSIBLE SOLUTION
<b>Cleaner won't start</b>	1. Unplugged at wall outlet. 2. Tripped circuit breaker/blown fuse	1. Plug in firmly, push On/Off switch to On. 2. Reset circuit breaker or replace fuse.
<b>Vacuum stops</b>	1. Motor overheating	1. Let vacuum cool off. 2. Change bag.
<b>Poor job of dirt pick-up</b>	1. Full or clogged dust bag. 2. Dirty air input filter. 3. Wrong pile height setting. 4. Open suction control. 5. Hole in hose. 6. Canister hood open.	1. Change bag. 2. Clean filter. 3. Adjust setting. 4. Adjust control. 5. Replace hose. 6. Close and latch hood.
<b>Performance indicator is Red</b>	1. Full or clogged dust bag.	1. Change bag.
<b>Cleaner picks up moveable rugs</b>	1. Wrong pile height setting. 2. Suction too strong.	1. Adjust setting. 2. Open suction control.
<b>Cord won't rewind</b>	1. Dirty power cord. 2. Cord jammed.	1. Clean power cord with damp cloth. 2. Pull out cord and rewind.



## ONE (1) YEAR LIMITED WARRANTY

**EURO-PRO OPERATING LLC** warrants this product to be free from defects in material and workmanship for a period of one (1) year from the date of the original purchase, when utilized for normal household use, subject to the following conditions, exclusions and exceptions.

If your appliance fails to operate properly while in use under normal household conditions within the warranty period, return the complete appliance and accessories, freight prepaid to **EURO-PRO Operating LLC**, 21 Lawrence Paquette Industrial Drive, Champlain, N.Y. 12919.

If the appliance is found by **EURO-PRO Operating LLC** to be defective in material or workmanship, **EURO-PRO Operating LLC** will repair or replace it free of charge. Proof of purchase date and \$9.85 to cover the cost of return shipping and handling must be included. \*

Non-durable parts including, without limitation, dust bags, filters, brushes and electrical parts which normally require replacement are specifically excluded from warranty.

The liability of **EURO-PRO Operating LLC** is limited solely to the cost of the repair or replacement of the unit at our option. This warranty does not cover normal wear of parts and does not apply to any unit that has been tampered with or used for commercial purposes. This limited warranty does not cover damage caused by misuse, abuse, negligent handling or damage due to faulty packaging or mishandling in transit. This warranty does not cover damage or defects caused by or resulting from damages from shipping or repairs, service or alterations to the product or any of its parts, which have been performed by a repair person not authorized by **EURO-PRO Operating LLC**.

This warranty is extended to the original purchaser of the unit and excludes all other legal and/or conventional warranties. The responsibility of **EURO-PRO Operating LLC** if any, is limited to the specific obligations expressly assumed by it under the terms of the limited warranty. **In no event** is **EURO-PRO Operating LLC** liable for incidental or consequential damages of any nature whatsoever. Some states do not permit the exclusion or limitation of incidental or consequential damages, so the above may not apply to you.

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

**\*Important: Carefully pack item to avoid damage in shipping. Be sure to include proof of purchase date and to attach tag to item before packing with your name, complete address and phone number with a note giving purchase information, model number and what you believe is the problem with item. We recommend you insure the package (as damage in shipping is not covered by your warranty). Mark the outside of your package "ATTENTION CUSTOMER SERVICE".**



## OWNERSHIP REGISTRATION CARD

Please fill out and mail the product registration card within ten (10) days of purchase in order to validate the foregoing Limited Warranty. The registration will enable us to contact you in the unlikely event of a product safety notification. By returning this card you acknowledge to have read and understood the instructions for use, and warnings set forth in the accompanying instructions.

**RETURN TO: EURO-PRO Operating LLC, 21 Lawrence Paquette Industrial Drive, CHAMPLAIN, N.Y. 12919**  
**IN CANADA: EURO-PRO Operating LLC, 4400 Bois Franc, St. Laurent, QUEBEC, H4S 1A7**

Appliance model

Date purchased

Name of store

Owner's name

Address

City

State/Prov.

Zip code/Postal code